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February 11, 2000

Dale N. Hatfield Chief,
Office of Engineering and Technology
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Final Service Disruption Report

Dear Mr. Hatfield:

Enclosed is a Final Service Disruption Report for a service event on January 31, 2000 which impaired Switched Service traffic to the Atlanta, Georgia area. The impairment was caused when access trunk groups to Bell South were rehomed from Sprint's Nashville, TN DMS 250 switch to a new Atlanta, GA DMS 250 switch and the intermachine trunk group to the Atlanta switch was not of sufficient size to handle the volume of traffic.

Unfortunately, the Initial Service Disruption Report was not timely filed with the FCC's watch officer as required by §63.100(c) of the FCC's Rules. 47 CFR §63.100(c). Sprint network personnel who were involved in attempting to correct the situation and increase trunk capacity to handle the traffic load apparently did not understand that this type of service impairment -- which is the first of its type to have occurred on the Sprint network -- is considered an outage under the FCC's rules. Sprint's network personnel have since been made aware of the inclusiveness of the FCC's definition of an outage. Thus, Sprint does not believe that the reason that it failed to file an initial report with the FCC's watch officer in this instance is likely to recur.

If you have any questions or wish to discuss this matter further, please contact Ronald Shuster, Director Network Management and Control at 913-534-3853 or by FAX 913-534-3511.

Respectfully submitted,

Enclosure

c: Robert Kimball
Kent Nilsson

Sprint Corporation Final Service Disruption Report

This Final Service Disruption Report is filed by Sprint, in accordance with Section 63.100 of the Commission's Rules as released under Docket No. 91-273.

It describes a service disruption on January 31, 2000, which impaired Switched Service traffic to the Atlanta, Georgia area. The impairment was caused when access trunk groups to Bell South were rehome from Sprint's Nashville, TN DMS-250 switch to a new Atlanta, GA DMS 250 switch. The change was made during the early morning hours of January 31, 2000, but did not adversely impact service until traffic levels increased. The first indication of a problem was detected at 8:00 A.M. CST on January 31 by Sprint's Network Management Center. Throughout the business day, the impairment worsened and at 10:30 P.M. CST, the Network Management Center, working with other internal groups determined that the intermachine trunk group to the new Atlanta switch was not of sufficient size to handle the volume of traffic that had been moved to it. Internal groups within Sprint worked for the next three days to build additional capacity and make the necessary routing changes to minimize the impact of this shortage on Sprint's network. On February 3, 2000 at 3:30 AM (CST), the final routing changes were made that eliminated the congestion on Sprint's network.

EVENT DATE/TIME:

January 31, 2000 at 8:00 A.M. (CST) to February 3, 2000 at 3:30 A.M. (CST)

GEOGRAPHIC AREA AFFECTED:

This event affected Sprint's Switched Services in the Atlanta, Georgia area.

TYPE(S) OF SERVICE AFFECTED:

- Switched Service was impaired during the duration of this event.

DURATION OF THE OUTAGE:

The duration was 2 days, 19 hours and 30 minutes.

ESTIMATED BLOCKED CALLS:

486,723 calls were blocked as a result of this event.

ROOT CAUSE:

This event was caused by a procedural error on the part of the access rehome team.

METHOD(S) USED TO RESTORE SERVICE:

Additional capacity was added and routing changes were made to minimize the impact to Sprint's network.

BEST PRACTICE:

Sprint has reviewed **Network Reliability: A Report to the Nation, June 1993**, and has evaluated all recommendations and best practices by focus area. Based on the root cause analysis of this incident, the most appropriate focus areas are covered in Section 5.1.3. of Section C where the Network Reliability Compendium addresses the need for a Method of Procedure for all work activities. Sprint will ensure that a detailed MOP which addresses this type of activity is available. This is standard practice within Sprint.

STEPS TAKEN TO PREVENT RECURRENCE:

MOPs associated with the rehome process are being reviewed and updated to ensure that in the future proper capacity exists before a rehome is initiated.

00-018

SPRINT CORPORATION SERVICE DISRUPTION REPORT

☒ INITIAL REPORT☐ FINAL REPORT

- ☒ (1) 50,000 and Over Customers Affected
☐ (2) 30,000 - 50,000 Customers Affected
☐ (3) "Special" Offices/Facilities

DATE: January 31, 2000

TIME: 8:00 AM (CST) January 31, 2000
FINAL: 3:30 AM (CST) February 3, 2000

GEOGRAPHIC AREA AFFECTED: Georgia and Tennessee

ESTIMATED CUSTOMERS AFFECTED: Unknown

TYPE OF SERVICE AFFECTED: Switched Access Circuits

DURATION OF THE INCIDENT: 2 Days 19 Hours 30 Minutes

- ESTIMATED NUMBER OF BLOCKED CALLS: 486,723

CAUSE OF THE INCIDENT: Access circuits were rehomed to the new Atlanta switch without adequate trunks to carry capacity.

NAME OF EQUIPMENT AFFECTED: DMS 250 Switch

ACTION(S) USED TO RESTORE: Rc-routes and Head End Hop Off enabled.
Additional trunks built.

ACTION TAKEN TO PREVENT RECURRENCE: To Be Determined

REPORTING NAME: Ronald J. Shuster

TELEPHONE: (913) 534-3853

REPORTED DATE: February 8, 2000

TIME: 5:00 PM (CST)